



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

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Transparency Initiative from the Minister of Health

On October 4, 2014, all health regulatory colleges in Ontario under the *RHPA* received a letter from the Minister of Health emphasizing his responsibility to ensure that the people of Ontario have access to timely, relevant and accurate information about health care providers to enable them to make "informed decisions about their care." The Minister invited an initial response from all colleges by December 1, 2014, including their current and future endeavours in enhancing transparency with Ontarians.

The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario's (College) letter of November 28, 2014 outlined the College's current transparency practices and how it intends to enhance them. The College takes this very seriously and is continually expanding its efforts in making relevant and timely information available to the public.

Highlights of the letter include:

Current transparency practices:

- Timely information on the College's website and in its newsletter, Qi
- Council meetings are open to the public (dates are posted on the website) and Council reports quarterly to the Minister of Health
- Open consultation with members and stakeholders on regulations, bylaws, standards of practice, policies, etc.
- Public register on the College's website
- Detailed information about registration, quality assurance, complaints/investigation processes, and discipline available to the public

New and enhanced measures:

- Complete review of the website with a view to enhance navigation tools, access, etc.
- Additional information to be posted on the public register
- Development of materials related to patient relations in English and French, followed by other languages
- Publishing notices of hearings on the website for practitioners who have been referred to discipline

CLICK HERE to read the letter, or go to the College's website (under "News and Events")

Welcome

Welcome to the first edition of **Qi**, the newsletter of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario.

Qi is intended to inform its members and stakeholders about the activities and decisions of the College. It provides a forum for discussion of issues relevant to the future of traditional Chinese medicine and acupuncture, standards of practice, guidelines and policies, members' continuing education, and current events.



What is "Qi"?

"Qi" is...

the basic element that constitutes the cosmos and, through its movements, changes and transformations, produces everything in the world, including the human body and life activities. In the field of medicine, qi refers both to the refined nutritive substance that flows within the human body as well as to its functional activities

Source: as defined by the World Health Organization International Standard Terminologies on Traditional Medicine in the Western Pacific Region (World Health Organization (2007))

Thank you to the College staff members who suggested the name.



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Acronyms

CARB-TCMPA	Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists
COLLEGE	College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario
FHRCO	Federation of Health Regulatory Colleges of Ontario
HCAI	Health Claims for Auto Insurance
HPARB	Health Professions Appeal and Review Board
ICRC	Inquiries, Complaints and Reports Committee
OFC	Office of the Fairness Commissioner
PLAR	Prior Learning Assessment Process
RHPA	<i>Regulated Health Professions Act, 1991</i>
TCLs	Terms, conditions and limitations
TCM	Traditional Chinese Medicine
TCMA	<i>Traditional Chinese Medicine Act, 2006</i>
WSIB	Workplace Safety and Insurance Board



Joanne Pritchard-Sobhani
R.TCMP., R.Ac., B.A.
President, CTCMPAO

President's Message

Keeping Focused

I am honoured to represent the members of the College as its first President since the College was proclaimed on April 1, 2013.

Much has been accomplished in 2 years, all with a singular and unwavering focus on upholding the College's mandate to protect the public interest. From my perspective, I believe this is at the forefront of everything the College does and many people have contributed to significant milestones.

Traditional Chinese medicine practitioners and acupuncturists share a common vision in the assessment of body system disorders using traditional Chinese medicine techniques, therapies and treatment to promote, maintain, and restore health. When they stand for election to Council, they are committed to upholding the public interest. Once elected, their voice at the Council table joins the voice of others like me who share a tremendous passion for traditional Chinese medicine.

From concept to fruition, the College's achievements have been the direct result of the commitment of the practitioners and public members who serve on Council, supported by a dedicated staff team led by our Registrar, Ms. Cristina De Caprio. Their hard work has primarily taken place "behind the scenes" in various areas – from the registration of practitioners as members, committee meetings, discussions with the Ministry of Health and Long-Term Care, the development of processes and systems, to engaging with other regulatory bodies to share knowledge and to keep the momentum going. All of this supports our broader commitment to upholding the College's mandate in the public interest and the results are impressive. We all benefit from it.

For me, some specific events and initiatives stand out:

- ❖ Getting practitioners registered as members of the College through due process and as expeditiously as possible – the numbers speak for themselves, with 3,002 members registered as of July 7, 2015.
- ❖ This year, Council approved that two regulations be developed. As a result, notice was provided to all members regarding Bill 70¹ seeking consultation and feedback. Council has also approved that a regulation be developed for the Dr. class. Preliminary research, consultation with the Ministry of Health and Long-Term Care, as well as legal counsel, provides the framework for the successful development of this regulation.
- ❖ Recognizing the schools that have successfully prepared their students for the Pan Canadian examinations – this reflects our collective goal in ensuring that members are well trained and competent to provide safe care to the public of Ontario.
- ❖ Responding proactively to the Ontario Minister of Health and Long-Term Care's recent directive to all Ontario health regulatory colleges to examine and enhance their transparency with the public – the College has already commenced discussions on opportunities and ideas to meet and/or exceed the Minister's expectations.
- ❖ Developing standards of practice, policies and guidelines for our members – the College's committees have all embraced their mandates and are actively engaged. A good example is the development of a record keeping policy to guide members in maintaining appropriate patient records.
- ❖ Reaching out to Ontarians and the members of the profession – the Patient Relations Committee is examining options for educating to the public about the services of traditional Chinese medicine and acupuncture and what a member of the public can expect when they visit practitioners. The Registration Committee has developed policies to support fair, transparent and consistent registration practices.
- ❖ Besides members of Council, TCM practitioners and acupuncturists have successfully completed the PLAR process and moved to the General Class of registration, including those individuals with written language plans. See page 7 to read about the experiences of two practitioners who have successfully completed the PLAR process.
- ❖ Outreach to stakeholders has been impressive, including:
 - The 1st Symposium in August 2014 looked at various topics – from the gift of self-regulation and what it means, the doctor title and Bill 70 to the *Traditional Chinese Medicine Act, 2006*, and the 500+ dual registrants.
 - The 2nd Symposium was held on February 9, 2015 and covered topics such as the doctor title, quality assurance and PLAR.
 - With the goal of having a unified voice for the TCM community, the Ontario Alliance of Traditional Chinese Medicine Associations was formed in August 2014. If the College and stakeholders work together in partnership, we can ensure that Ontarians have access to safe, ethical and effective care from the TCM profession.
 - Information Sessions on July 22 in person and on August 19, August 24, September 4, 2015.

¹ On November 6, 2013, Bill 70, An Act to amend the *Regulated Health Professions Act, 1991 (RHPA)*, received Royal Assent and became law. Currently, subsection 1 (3) of the *Health Professions Procedural Code* (Schedule 2 to the *RHPA*) sets out a definition of "sexual abuse" that includes certain conduct, behaviour and remarks between a patient and a member of a regulated health profession. A new subsection [1(5)] of the Code provided for an exception where the patient is the member's spouse and the conduct, behaviour or remark does not occur while the member is engaged in the practice of the profession. The exception is only available to a member of a particular health profession if the member's College makes a regulation that adopts the exception.

President's Message - cont'd

Another important milestone is the publication of this newsletter. I trust our members will find it to be a useful resource about the College's activities and regulatory matters.

Since I first became involved with the College as a newly elected member from District 1, I have been continually impressed by the people with whom I have had the opportunity to interact. It is a diverse array of practitioners who share a common passion for helping patients and making a difference in their lives. It is public members who come from many different professions, careers and walks of life, and who bring an important "check and balance" perspective to the Council table.

Let's not forget to seek opportunities for self-development and continual self-improvement through lifelong learning and professional development – beyond what is mandated by our college. We owe it to ourselves and our patients.

Looking Ahead

As we move forward, I expect that Council will be unified in ensuring that the College is proactive in fulfilling its mandate and overseeing continual improvement in all areas that impact on the delivery of safe care. By collectively taking charge of our actions and upholding solid principles – both professionally and personally – that is how we best serve the public of Ontario.

As a TCM practitioner and President, I congratulate each and every member for your courage and tenacity in withstanding the test of time in becoming a regulated profession in Ontario and wish you all the best in your future endeavours! Yes, change is not easy but there is no doubt in my mind that we will successfully stand equally among other regulated health professions in Ontario.



College Council

Regulating in the Public Interest

The College regulates the practice of traditional Chinese medicine and acupuncture in the public interest. The law in Ontario requires that every practitioner must be a registered member of the College.

The College is guided by its statutory mandate under the *Regulated Health Professions Act, 1991* and the *Traditional Chinese Medicine Act, 2006*.

Qi is published by the College to inform its members about the activities and decisions of the College. This newsletter provides a forum for discussion of issues relevant to the future of traditional Chinese medicine and acupuncture, members' learning and standards of practice.

The College welcomes comments and suggestions from readers. Materials published in **Qi** may be reprinted without permission if credit is given.





Cristina De Caprio
Registrar & CEO

Coming Together and Working Together

Welcome to the first issue of **Qi**, the College's newsletter for members and stakeholders. I hope you find it informative and interesting reading, and your comments and feedback are always welcome.

As you know, this College is "new" on the Ontario health care scene. I am pleased to report the ever-increasing number of traditional Chinese medicine practitioners and acupuncturists who are registered members. Now housed in our Thornhill offices, we continue to make significant progress in the registration area, and are building capacity with our staff team to deliver on our regulatory mandate duties. Our statutory committees are managing significant workloads and, overall, there is much for which we can be collectively proud. But there's more work ahead.

The foundation has been laid and to ensure the delivery of safe and ethical care to Ontarians, we must collectively move forward in a climate of trust, openness and cooperation. Let's continue to work together and build on our successes.

The Gift of Self-Regulation

Since the College was proclaimed on April 1, 2013, registration numbers have grown and what has been granted is groundbreaking. I am pleased to report that progress continues to be made in strengthening the College's profile and in registering qualified traditional Chinese medicine and acupuncture practitioner members. This is very positive for Ontarians and reminds us daily of the gift of self-regulation.

I congratulate all members of the profession for accepting the gift of self-regulation and draw attention to the 3,000+ members of the profession who are now registered with the College. They have embraced the opportunity to contribute to improving the health and wellbeing of the people of Ontario, and now stand alongside the other 260,000 healthcare practitioners in Ontario who are regulated under the *Regulated Health Professions Act, 1991* as credible, ethical and effective health care providers.

This year saw more traditional Chinese medicine and acupuncture practitioners licensed to provide care to the public of Ontario. At the same time, we have been carefully building the infrastructure around the elements required by the legislation and regulations – standards of practice and guidelines, registration practices, quality assurance programs, peer and practice assessments, continuing education requirements, discipline and fitness to practise processes, and public education about safe and ethical traditional Chinese medicine and acupuncture.

Guiding the College is Council, comprised of elected and public members who serve both the traditional Chinese medicine profession and the people of Ontario by participating in self-regulation. The College is enriched by the wealth of experience that each Council member brings to the discussions and deliberations, ranging from the elected members' knowledge and experience in practice to the public members giving their voice to the public interest and serving as a constant reminder of the public trust which the profession must earn, protect and serve.

The College was successful in legal actions against several practitioners. In these cases, individuals were found to be practising illegally in one or more areas including holding themselves out as a traditional Chinese medicine practitioner, performing a controlled act, and/or communicating a traditional Chinese medicine diagnosis. The College was also successful in Court for injunctions against several corporate entities, including those who had been illegally holding themselves out falsely as legitimate regulators of traditional Chinese medicine, and against unauthorized practitioners. The Court sent a strong message to the public that the College is the only legal regulatory body in Ontario for traditional Chinese medicine practitioners established by the Ministry of Health and Long Term Care to protect the public. From a public perspective, this is very important and positively reinforces the College's regulatory role. In February 2014, the College rolled out a media campaign in Ontario through local press and in multiple languages, reminding Ontarians to always see a registered member of the College.

Late in 2014, the Premier of Ontario's initiatives to raise awareness of sexual violence and harassment and improve support for victims led to the Minister of Health establishing a Task Force on the Prevention of Sexual Abuse of Patients and the *Regulated Health Professions Act, 1991*. All health regulatory colleges were asked to provide advice and recommendations on how to strengthen the RHPA's sexual abuse provisions, and the College has continued to support the Task Force on the Prevention of Sexual Abuse of Patients.

The College has also communicated its support of the Minister of Health's transparency initiative, which was also launched in late 2014. All committees are examining opportunities to increase transparency with the public. I can report that a spectrum of ideas is under development by Council and is expected to be implemented in stages.

I wish to recognize the efforts of the members who serve on the College's statutory committees and who have been working diligently on many fronts – from approving applications for registration in the College, considering various information and communication tools to educate the public about the College's role, developing standards of practice, policies, guidelines and other tools to enhance members' abilities in delivering care to their patients, and investigating complaints against members. These committees are truly the "engines" of the College and support the College's mandate in protecting the public interest.

Upholding the Trust of Ontarians

I let you know that the College supports an environment of respect, response and service to the members of the public and the College. This commitment reflects the respect, response and service that patients receive from their health care practitioners. In coming together with our shared vision, we can uphold the trust bestowed upon us.

Coming together is a beginning;
keeping together is progress; working together is success.

Henry Ford (1863 – 1947)

For Your Information

Sexual Abuse of a Patient

The College's website is a source of information about sexual abuse for both the public and members. Under the Health Professions Procedural Code, Schedule 2 to the *Regulated Health Professions Act, 1991, Section 1(3)*, sexual abuse of a patient means:

- Sexual intercourse or other forms of physical sexual relations between a health care professional and a patient;
- Touching, of a sexual nature, of a patient or client by a health care professional; or
- Behaviour or remarks of sexual nature by a health care professional towards a patient or client.

Sexual abuse is considered an act of professional misconduct.

If you think you have been abused by your traditional Chinese medicine practitioner, please contact complaints@ctcmpao.on.ca or 416.238.7359 or **CLICK HERE** to learn more about the complaints process.

Government Establishes Task Force on the Prevention of Sexual Abuse of Patients

In December 2014, the Premier of Ontario announced initiatives to raise awareness of sexual violence and harassment and improve support for victims. Ministers were asked to bring forward options to enhance support for victims in a number of sectors, including health care.

The Minister of Health, Dr. Eric Hoskins, has established a Task Force on the Prevention of Sexual Abuse of Patients and the *Regulated Health Professions Act, 1991*.

Health regulatory colleges have been asked to provide advice and recommendations on how to strengthen the *RHPA's* sexual abuse provisions. Colleges were also asked to provide the Minister with information on their current patient relations programs in preventing and dealing with the sexual abuse of patients. This includes educational programs, the creation of guidelines regarding member conduct, training provided to College staff, and how the College intends to share information with the public. In addition, all colleges must provide examples of enhanced initiatives they could undertake to support the mandate of the initiative.

The Task Force will submit recommendations to Minister Hoskins.

Our Commitment to the Task Force on the Prevention of Sexual Abuse of Patients

In a letter dated January 23, 2015 to the Ministry of Health, the Registrar confirmed the College's commitment to the Task Force's work and ensuring the people of Ontario have confidence in all regulated health professionals and their regulators.

Despite its short existence, the College is aware the necessary resources must be in place so that patients who are subjected to sexual abuse by members of the College can access funding for therapy and counselling. Sufficient funding has been allocated and, to date, the College has not conducted a hearing.

Other initiatives addressed in the letter include the following:

- Based on cultural and historical factors, College members should be able to treat their spouses. Council has approved a draft regulation in response to Bill 70.
- The College recognizes the importance of the work of the Patient Relations Committee, which will include measures for preventing and dealing with the sexual abuse of patients. The Committee is also drafting a standard of practice on the prevention of sexual abuse and developing a public campaign to educate Ontarians about resources at the College.
- In the public interest, a message has been posted to the website to assure the public that the College is willing to listen and assist in any matters related to sexual abuse.
- Available in person and via webinar, the College provided a variety of information sessions for members (including sexual abuse) between July and November 2014.
- Targeted training sessions in June 2015 were provided for all staff and committee members who work with victims of alleged sexual abuse. Additional training will be offered in workplace violence, harassment and human rights issues.

College Hosts Seasonal Open House



On December 16, 2014, the College hosted an open house to welcome guests at its new Thornhill location.

It was an opportunity for Council members and staff to showcase the premises, which now better supports the College's mandate in regulating traditional Chinese medicine practitioners and acupuncturists in Ontario. Various stakeholders such as representatives from municipal and provincial governments, the Mayor's office and other health regulatory colleges, and former Registrar, Ms Emily Cheung, were pleased to note the College's accomplishments since the College was proclaimed on April 1, 2013. *See more pictures from the event on page 10.*

MARK YOUR CALENDAR!

Important Information about Completing PLAR:

The College reminds all Grandparented Members that they must transfer to the General Class by **March 31, 2018**, as all Grandparented Class certificates expire on **April 1, 2018**. Please note that if you are a Grandparented Member and you have not transferred to the General Class by March 31, 2018, you will no longer be a member of the College.

For members holding a grandparented class certificate of registration:

In order to transfer to the General Class, all Grandparented Class Members must;

1. Successfully complete the Prior Learning Assessment (PLAR) Process no later than **July 1, 2017** before applying to College for transfer to the General Class.
2. **Submit** their transfer applications to the College as soon as they have successfully completed PLAR. The College will not accept any application after **November 1, 2017**.

For more information regarding the PLAR completion and transfer application timeline, please **CLICK HERE**.

Members must submit their PLAR application directly to **Professional Testing** at www.professionaltesting.ca, a third party, responsible for the administration and evaluation process on behalf of CTCMPAO.

Please refer to the *CTCMPAO Guide to Transfer from Grandparented Class to General Class* and *Guide to Complete PLAR* for details on the PLAR process.

Frequently Asked Questions on Prior Learning Assessment (PLAR) Process **CLICK HERE**.

Timeline to complete the PLAR process and apply to the College to Transfer to General Class

What needs to occur?	When does this need to occur?	Comments
Complete the PLAR process	No later than July 1, 2017	PLAR Application is available at www.professionaltesting.ca . Demonstrate competencies through Case Study Assessment route or Academic Document Review route. Professional Testing will issue the results within 8-10 weeks.
Apply to Transfer to General Class	No later than November 1, 2017	Transfer Application is available CLICK HERE . Completing PLAR is but one step to transferring to the General Class. Members submit their application and applicable fees to the College and await a decision from the College. Complete applications will be processed within 3 to 4 weeks.
Successful Transfer to General Class	No later than March 31, 2018	If Members have not transferred to the General Class by this date, his/her Grandparented Class Certificate will expire on April 1, 2018. The person must return the Display and Wallet Certificates to the College. He/she will no longer be a member of the College.



Congratulations to Members Completing Prior Learning Assessment and Recognition Process (PLAR)

Council Members Lead the Way...

Ming Cha and Terry Wai Hui encourage members to sign up for PLAR as soon as possible.

Ming C. Cha

As a high school student, Ming had a will to practise medicine and help the sick. His parents suggested traditional medicine because it had a much longer history (3,000+ years for Chinese medicine) and more methods to help people (herbs, acupuncture, Tui Na therapy, cupping, Qi Gong, Taiji, Shi Liao, etc.).

"My first choice on my university application was to Chinese medicine," recalls Ming. "I got good marks in the National University Entrance Exam and was admitted."

In 1984, Ming graduated in traditional Chinese medicine from the Tianjin University of Traditional Chinese Medicine in China. He finished his one-year residency in the university's first teaching hospital and worked for a few years before coming to Canada in 1990. Ming completed a Ph.D. and has practised traditional Chinese medicine in Guelph and Toronto since 2000.

Ming serves as a member of the College's Council. Last August, he heard about the importance of applying for PLAR and helping to set an example for other members of the profession. He decided it was an important step that all professional members should consider. He spent time gathering the necessary documents – including making arrangements and taking a trip to China in late October/early November to obtain his university transcript and arrange for its translation to English.

"I applied to PLAR in early December and was approved 10 days later," Ming recalls. "It is a very important and fair process. It is also a safeguard that the practitioner has competence when treating their patients."

Ming reminds grandparented members that PLAR should be completed well before July 1, 2017 deadline. "Take action as early as possible and don't wait until the last minute!"

[CLICK HERE](#)

to read **Professional Testing**

[CLICK HERE](#)

to read **Guide to Complete PLAR**

Terry Wai Tin Hui

Terry became interested in traditional Chinese medicine early in life. As a boy, he practised martial arts, and watched a lot of movies. His martial arts heroes were smart, resourceful, and had great knowledge of medicine.

Since he practised daily, the inevitable injuries, bumps and bruises often occurred, and he and his teammates often visited the doctor – that is, until they learned to apply some of doctor's techniques themselves. Terry learned to perform Tui Na and herbs on his bruises and was so successful that no one would ever know he was bruised.

This interest led to Terry being taught by a mentor who conducted private tutorials and then starting to practise on his own, in addition to receiving training on bone setting and joint alignment.

Forward to 2015 and Terry is a Council member at the College, and one of those members who has completed PLAR well ahead of the deadline. In response to the perception that PLAR is difficult, Terry responds that before he started, he "thought it was difficult and it took [him] two months to get started."

Terry eventually chose the document route, and after gathering the requisite documentation, completed the application a bit at a time, often after work. Already quite organized, the process took only a week and Terry is pleased to offer his advice about completing PLAR:

- Organize your materials ahead of time. Transcripts often take the most amount of time to obtain. If your institution is in Canada, it could take about a week. However, overseas' institutions could take up to a month or more, and you may need to travel to obtain your documents.
- Determine entry-level requirements by reading the supplied guides ahead of time.
- Don't attempt to complete the form in one sitting. Rather, do it a bit at a time. The online application saves your information and you can complete it gradually.

For Terry, completing PLAR is a way to "save your future" by ensuring you can continue to practise. It is also a privilege to be a member of the College, and the public benefits by knowing that a practitioner has a license and hours of training in TCM entry-level competencies.

When asked why he chose to complete PLAR now rather than waiting, Terry responded with a laugh. "If it's a 'must to do', do it as soon as possible and then you can stop worrying about it!"

Illegal Practitioners

From time to time, the College receives reports of individuals who are holding themselves out as persons qualified to practise in Ontario as a traditional Chinese medicine practitioner or acupuncturist.

The College may prosecute individuals for:

- holding themselves out as persons being qualified to engage in traditional Chinese medicine or acupuncture,
- using the title "Traditional Chinese Medicine Practitioner" or "Acupuncturist",
- performing the controlled acts of communicating a traditional Chinese medicine diagnosis identifying a body system disorder as the cause of a person's symptoms using TCM techniques and acupuncture, and
- holding themselves out as a person who is qualified to practise in Ontario as a TCM practitioner or acupuncturist.

In addition, no one practising TCM (including members) can use the "doctor" or "Dr." title when providing or offering to provide care.

Court Orders

Click on name(s) below to view court orders obtained by the College against such individuals.

HUANG BAO

SOON RYOL YANG

D. KUOC ZUNG

**Federation of Ontario
Traditional Chinese Medicine
Association, JAI LI,
JAMES X.N. YUAN , et al**

DAPING ZHANG

SHERRY YIN

MONA ZHANG

ALEXANDER TRAN

CLICK HERE for information about reporting illegal practitioners

Inquiries, Complaints and Reports Committee Report

Investigation of Complaints from the Public: A Thorough Process

On its website, the College has posted the process for dealing with the investigation of complaints. A complaint or concern about a member is referred to the Inquiries, Complaints and Reports Committee (ICRC).

On the website, you will find a formal process, which gives everyone the right to have his/her complaint investigated by the ICRC. Each step of the process is designed to ensure fairness to the complainant and the member who is named in the complaint. Every complaint received by the College is thoroughly investigated to determine if there is sufficient evidence of professional misconduct, incompetence or incapacity and merits referral to the Discipline Committee.

A complaint must be submitted in writing by email or regular mail, and signed. To facilitate this process, the College has provided a form on its web site requesting specific information. If a complainant decides not to use the suggested form, a detailed description is required to ensure that sufficient information is provided to initiate an investigation.

While there is no time limit on the submission of a complaint to the College, it must be recognized that a complaint must be made within a reasonable timeframe after an incident.

Once a complaint is submitted, it is referred to the ICRC for review, discussion and possible next steps, which can include various options such as "no further action" if it is determined there is no substance to the complaint, other actions can be taken such as cautioning the member, which can be in writing or requiring them to come before the ICRC, referral to a Specified Continuing Education or Remediation Program (SCERP), or referral to discipline for serious matters.

The ICRC must adhere to a detailed process to ensure the complaint is treated with fairness, impartiality and without bias while retaining the confidentiality of the matter.

As part of the inquiry process provided by the College, there is an appeal process available to provide additional protection for both the complainant and the member.

Upon request of either party, a provincial board called the Health Professions Appeal and Review Board (HPARB) may review the ICRC's decision. The only exception to this right of review is in cases where the ICRC has referred the matter to the Discipline Committee for a hearing or to the Fitness to Practise Committee for incapacity proceedings.

The ICRC is only authorized to make decisions relative to the conduct and actions of the member, and cannot award compensation of any kind to a complainant; only the courts have that authority.

As of July 1, 2015, the College had a total of 43 active cases. Four of those cases are complaints under review or investigations by the ICRC and 39 cases are investigation from the Registrar's office. During the last 12 months, the ICRC was able to resolve eight other cases within the means that are available as described above and two cases have been referred to discipline.

Moving Forward

The ICRC is committed to working diligently to respond to all complaints as quickly as possible. However, it takes time to seek and obtain all pertinent information from all parties concerned before rendering a final and fair decision.



Quality Assurance Committee Report

The Quality Assurance Committee works to develop opportunities for professional development and continuing education for members. In-service sessions - both in-person seminars and webinars - have been available to all members on topics including: Legislation and Ethics, Record-Keeping, Standards of Practice, Quality Assurance Requirements, etc. Many members have actively participated in these and the webinars continue to be available for reference on the College's website. ([CLICK HERE](#))

The tools for self and peer practice assessments have been developed and are being reviewed by the Committee to ensure they provide information and guidance that are useful in supporting professional development and growth. A group of members is currently participating in training as peer and practice assessors and the piloting of the program.

In the upcoming months, some randomly-selected members will be asked to submit information regarding their individual self-assessment, continuing education or professional development activities for review by the Quality Assurance Committee. A second random selection will identify members who will undergo peer and practice assessments in order to assess knowledge, skills and judgment. Information regarding these activities and expectations is available on the website. ([CLICK HERE](#))

The Quality Assurance Program is intended to be educative, not punitive. It is based on the standards of practice that have been developed to assure the quality of practice of the profession, recognizing that members have unique learning needs, opportunities, and resources. The Committee is committed to developing and maintaining a program that will help members enhance their practice and ensure professional safe, quality care for the public.

Extract from the *Regulated Health Professions Act, 1991*

Quality assurance program required

80. The Council shall make regulations under clause 95 (1) (r) prescribing a quality assurance program...

Minimum requirements for quality assurance program

80.1 A quality assurance program prescribed under section 80 shall include,

- (a) continuing education or professional development designed to,
 - (i) promote continuing competence and continuing quality improvement among the members,
 - (ii) address changes in practice environments, and
 - (iii) incorporate standards of practice, advances in technology, changes made to entry to practice competencies and other relevant issues in the discretion of the Council;
- (b) self, peer and practice assessments; and
- (c) a mechanism for the College to monitor members' participation in, and compliance with, the quality assurance program.

Peer Assessors Undergo Training

On October 17, 2014 and on January 19, 2015, the College offered a comprehensive one-day training program for peer assessors to prepare them for their important role in peer assessing members. A number of presenters were on the agenda, including the President and the Registrar, and topics covered the legislative context, the rules of confidentiality, preparation before the peer assessment, and coaching and mentoring opportunities to support members in their practices.

Legislated under the *RHPA*, a mandatory QA program is common to all health regulatory professions, and ensures that members continually maintain the appropriate standards of quality when practising the profession. There are specified annual requirements for participating in the peer assessment program, including providing evidence of continuing education and professional development. The program's overall goal is to ensure protection of the public, and to provide guidance on available tools and resources for members to maintain their competence.

The QA Committee oversees this important work and is committed to ensuring that all peer and practice assessors are knowledgeable, supportive and fully trained. Future training days are planned to ensure the College's peer assessors can fulfill their role as leaders in the QA process.

Peer Assessors: An Important Resource

Peer assessors are professional members of the College and conduct peer and practice assessments that are assigned to them by the College. The peer assessment includes visiting the member's premises and reviewing patient files and the member's self-assessment plan.

The role of the peer assessor is to be supportive, serving as a coach and mentor to the member in maintaining a practice that protects the public. The peer assessor is required to look for any deficiencies and, if found, will offer guidance on remedies and a course of action. Peer assessors must undertake training to ensure they provide effective support and guidance to the members they peer assess.

Going forward, the College will continue to provide appropriate training opportunities for peer assessors. It is important to remember that the goal is to ensure that the public of Ontario receives safe and ethical care from all traditional Chinese medicine and acupuncturist practitioners who are registered by the College.

Registration Committee Report

The Registration Committee oversaw a number of important initiatives related to registration.

To ensure members are able to renew their registration efficiently and on time, the College introduced its first online annual renewal of certificate of registration. Members were able to renew their registration online or by submitting a hard copy to the College. We are pleased to report that 98% of the members successfully completed their annual renewal for 2014-2015.

Pursuant to Ontario Regulation 27/13, Registration ("Registration Regulation") made under the *Traditional Chinese Medicine Act, 2006 (TCMA)*, members in the Grandparented and General class may apply to the Inactive class of membership. The purpose of the certificate in the Inactive class of registration is to allow Grandparented and General class members to remain as members of CTCMPAO when they anticipate they will not be practising in Ontario for a period of time (e.g., when on parental, sick or educational leave, or practising in another jurisdiction).

The certificate of Grandparented registration is available for a limited time: five years from April 1, 2013, the date when s.7 (1) para. 3 of Ont. Reg. 27/13, made under the *Traditional Chinese Medicine Act, 2006 (TCM Act)*, came into force. **All Grandparented members' certificates will expire on April 1, 2018.** To continue their practice, perform the controlled acts and use the protected titles, Traditional Chinese Medicine Practitioner (R.TCMP) and/or Acupuncturist (R. Ac) Grandparented members must complete the PLAR process and apply to CTCMPAO for a General certificate of registration. The PLAR application and evaluation process will be administered by a third party, Professional Testing, on behalf of CTCMPAO.

The Office of the Fairness Commissioner (OFC) requires all health regulatory colleges to submit reports about their registration practices and their compliance with the *Fair Access to Regulated Professions Act, 2006* or the Health Professions Procedural Code set out in Schedule 2 of the *Regulated Health Professions Act, 1991*. The College worked closely with the OFC in completing its first Fair Registration Practice Report and was conscientious in utilizing fair access principles in its registration processes.

Under the *Regulated Health Professions Act*, College members are permitted to establish a professional corporation for the purpose of practising traditional Chinese medicine and/or acupuncture. Members intending to incorporate must do so under the *Ontario Business Corporations Act*. After incorporation, the corporation must apply to the College for a Certificate of Authorization. Without this Certificate of Authorization, the corporation is not permitted to practise. Practising without a Certificate of Authorization or holding out as a professional corporation without a Certificate is an offence.

Seasonal Open House - continued from page 6



Sharon Lam
public member



Ferne Woolcott
public member



Ming C. Cha
professional member



Christine Lang
professional member



Patient Relations Committee Report



Role of the Committee

The College's Patient Relations Committee is a statutory committee and its purpose is to enhance relations between practitioners and patients, which includes measures for preventing and dealing with the sexual abuse of patients. Part of its mandate is also to promote awareness among practitioners and the public of the zero tolerance expectations placed upon practitioners regarding the sexual abuse of patients.

The Patient Relations Committee is also responsible for establishing programs for preventing and dealing with the professional misconduct of members, including educational requirements, guidelines for the conduct of practitioners with their patients, training of the College's staff, and the provision of information to the public.

Prohibition of a Sexual Relationship with a Patient

During the last 12 months, Patient Relations Committee has reviewed samples of other health regulatory colleges' standards of practice and approved a proposed standard of practice entitled "Prohibition of a Sexual Relationship with a Patient".

The Patient Relations Committee has directed Balmoral Multicultural Marketing to proceed in drafting a public education campaign. The purpose of this campaign is to promote awareness among practitioners and the public that any form of abuse of a patient, whether sexual or otherwise including certain inappropriate conduct, behaviour, and remarks between a patient and a practitioner, could be seen as professional misconduct.

Bill 70

The Patient Relations Committee also actively addressed the process of proceeding with the matter of a spousal exemption, namely allowing practitioners to treat their spouses. The exception is only available to a member of a particular health profession if the member's college approves a regulation that adopts this exception. Once approved by Ministry of Health and Long-Term Care, this proposed regulation would allow practitioners to treat their spouses.

At this time, members are not permitted to treat their spouse. Until the legislation has been approved, any member who treats their spouse is at risk of being charged with sexual abuse.

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Please give us your thoughts and ideas,
including topics to be addressed in the future.

Email: info@ctcmpao.on.ca
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